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EMResource Introduction

Accessing EMResource

1. Enter https://emresource.emsystem.com/login.jsp on your Web Browser or

2. Go to http://www.ncttrac.org and select the EMResource globe

Login to EMResource

1. Enter your Username and Password.

   HINT: the default username is your WebEOC username, e.g., ChisholmShawn0537

2. Click Log In.

3. If you have trouble logging in, contact your NCTTRAC support at http://support.ncttrac.org
Navigating in EMResource

Click to collapse and expand resource type

EMResource screen automatically refreshes every 3 minutes. The refresh button lets you refresh on demand

Key indicates user has rights to update the status

Blue Triangle in the upper left corner indicates there is a comment

Time of last status change - expired timestamps and display in red

<table>
<thead>
<tr>
<th>EMResource</th>
<th>Screen Automatically Refreshes Every 3 Minutes. The Refresh Button Lets You Refresh On Demand</th>
</tr>
</thead>
<tbody>
<tr>
<td>Click To Collapse And Expand Resource Type</td>
<td>Key Indicates User Has Rights To Update The Status</td>
</tr>
<tr>
<td>Blue Triangle In The Upper Left Corner Indicates There Is A Comment</td>
<td>Time Of Last Status Change - Expired Timestamps And Display In Red</td>
</tr>
</tbody>
</table>

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Questions?

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NCTTRAC Help Desk: support.ncttrac.org NCTTRAC Support Line: 817-607-7055
Navigating in EMResource (cont’d)

Sub-menus are accessed by hovering or clicking the main menu item. There is one region default view. There could be multiple additional regional views and each user may configure their custom view.

Hover over “User Links” to display links to other websites and for-activations forms.
User Setup in EMResource

Updating User Information

1. Click on Preferences tab.

[Image of Preferences tab highlighted]

2. Click on User Info.

[Image of Preferences menu with User Info highlighted]

3. Enter or Update your information.

[Image of EMResource interface with User Info tab selected]

Enter all emails / phone numbers here. Multiple entries MUST be separated by a comma. DO NOT hit “ENTER or RETURN” after each entry, only let the entries wrap on their own. Hitting “ENTER or RETURN” will cause the entries beyond the first entry to NOT receive notifications.

4. Click Save.
Updating User Notification Preferences

1. Click on Preferences tab.

2. Click on User Info.

3. In the Notification Overview section:
   - All Notifications must be set to “on”,
   - Include Resource Summary must be checked
   - At All Times must be selected to receive all notifications for EMResource.
Updating User Notification Preferences (cont’d)

4. Click on Preferences tab.

5. Click on Event Notification.

6. Check all appropriate boxes. (Note: to setup notifications correctly, you MUST enter the correct information into both the Event Notification and User Info pages.)

7. Click Save.
Views in EMResource

Displaying Views

1. Click on the View tab.
2. Select the View you want to see.

Configuring Your Custom View

1. Click on the Preferences tab.
2. Click on Customized View.
3. Enter the Name for the new section. For ex. “My New Section”
4. Click on Create Section.
Configuring Your Custom View (cont’d)

5. Click on **Edit** next to the name of new section.

6. Click on “**Click here to add resources to your custom view**” link.

7. You can filter by **Name**, **Category**, **Location**, and **State**. For ex. By Category, select Hospital to display all Hospitals in your new section.

8. Click on **Search**.

9. Select the hospitals that you want to show in your new Section. For ex. Select Baylor Medical Center – Carrolton, Baylor Medical Center – Frisco, and Baylor Medical Center - Irving

10. Click on **Add to Custom View**.
Configuring Your Custom View (cont’d)

11. Click on Save.

12. You should now see the hospitals that you selected in Custom View.

Accessing Your Custom View

1. Click on the View tab.

2. Click on Custom.
Making Custom View the Default View

1. Click on the Preferences tab.

2. Click on Customized View.

3. Click on the box “Make this custom view my default view”.

4. Click on Save.
Map View

1. Click on the **View** tab.

2. Select **Map**.

*Note:* You can left click on a resource to see their status and contact information.
Updating Hospital Status in EMResource

**Note:** all hospitals are required to update their daily status in **EMResource** between 6:00 am. – 8:00 a.m.

1. Click on the **View** tab.

2. Select **Region Default (my default)**.

3. Click on the **keys** to the left of the name of your hospital. (Note: keys show you which hospitals you have access to change)
4. Select the **Status type** that you want to update.

| Open/Closed/Advisory Level: | Open is the default status and should be used unless your saturation is “Overcrowded,” “Severe,” or “Disaster” in which case you would use “Advisory.” “Closed” is ONLY used if you have a facility emergency (such as a fire, power outage, etc.). |

| Saturation Level: | “Normal,” “Busy,” and “Overcrowded” are a way for the hospitals to manage internal surge and a message to EMS as to what to expect from that hospital. In an “Overcrowded” facility, EMS non-critical patients can expect delays after the screening exam. With a “Severe” facility, EMS should only take patients when a delay to the next closest facility could be detrimental to the patient. With a facility showing “Disaster,” EMS should avoid taking patients unless there is a clear threat to the life of the patient by passing that facility. |
c) **EDAH Level:** Emergency Department Admitted Holds (EDAH) is the percentage of ED beds occupied by admitted patients waiting for beds.

![EDAH Level](image)

```
EDAH (%): Number of ED beds holding admitted patients as a percentage of the total number of ED Beds. DO NOT ADD COMMENTS.
50
Comment:
```


d) **Trauma Level:** If you are not a DSHS designated trauma facility, your status should be a “-“; “No” is if you are designated and not accepting trauma patients at that time.

![Trauma Level](image)

```
Trauma: Must be a DSHS trauma designated facility, or it will show "N/A". DO NOT ADD COMMENTS.
-  
- No
- Open Level I
- Open Level II
- Open Level III
- Open Level IV
Comment:
```

e) **Stroke Level:** If you are not a DSHS designated stroke facility, your status should be a “-“; “No” is if you are designated and not accepting stroke patients at that time.

![Stroke Level](image)

```
Stroke: Must be a DSHS designated stroke facility, or it will show "N/A". DO NOT ADD COMMENTS.
-  
- No
- Open Level I
- Open Level II
- Open Level III
- Open Level IV
Comment:
```

f) **Cardiac Level:** There is no DSHS designation for cardiac hospitals at this time. Status should be based on whether you have an independently verified designation or certification.

![Cardiac Level](image)

```
Cardiac: Must be a DSHS designated cardiac facility, or it will show "N/A". DO NOT ADD COMMENTS.
-  
- No
- Yes w/PCI
- Yes w/o PCI
Comment:
```
g) **Note:** The following status options should be used to communicate the availability of this specialty. The dash “-” is used if you never have this capability; “yes” and “no” should be used to express if you normally have it and whether or not it is currently available.

### i. ENT:

<table>
<thead>
<tr>
<th>ENT: Show &quot;NA&quot; if you have no Ear/Nose/Throat capability at all; show &quot;No&quot; if you have it but no one is taking call at that time OR if you are saturated. DO NOT ADD COMMENTS.</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ No</td>
</tr>
<tr>
<td>☑ Yes</td>
</tr>
<tr>
<td>Comment:</td>
</tr>
</tbody>
</table>

### ii. NeuroSurg:

<table>
<thead>
<tr>
<th>NeuroSurg: Show &quot;NA&quot; if you have no neurological capability at all; show &quot;No&quot; if you have it but no one is taking call at that time OR if you are saturated. DO NOT ADD COMMENTS.</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ No</td>
</tr>
<tr>
<td>☑ Yes</td>
</tr>
<tr>
<td>Comment:</td>
</tr>
</tbody>
</table>

### iii. OB/GYN:

<table>
<thead>
<tr>
<th>OB/GYN: Show &quot;NA&quot; if you have no OB/Gyn capability at all; show &quot;No&quot; if you have it but no one is taking call at that time OR if you are saturated. DO NOT ADD COMMENTS.</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ No</td>
</tr>
<tr>
<td>☑ Yes</td>
</tr>
<tr>
<td>Comment:</td>
</tr>
</tbody>
</table>

### iv. OPHTHA:

<table>
<thead>
<tr>
<th>OPHTHA: Show &quot;NA&quot; if you have no ophthalmologic capability at all; show &quot;No&quot; if you have it but no one is taking call at that time OR if you are saturated. DO NOT ADD COMMENTS.</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ No</td>
</tr>
<tr>
<td>☑ Yes</td>
</tr>
<tr>
<td>Comment:</td>
</tr>
</tbody>
</table>

### v. ORTHO:

<table>
<thead>
<tr>
<th>ORTHO: Show &quot;NA&quot; if you have no orthopaedic capability at all; show &quot;No&quot; if you have it but no one is taking call at that time OR if you are saturated. DO NOT ADD COMMENTS.</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ No</td>
</tr>
<tr>
<td>☑ Yes</td>
</tr>
<tr>
<td>Comment:</td>
</tr>
</tbody>
</table>

### vi. ED-Psychiatric:

<table>
<thead>
<tr>
<th>ED - Psychiatric: Emergency Psychiatric Capability. DO NOT ADD COMMENTS.</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ No</td>
</tr>
<tr>
<td>☑ Yes</td>
</tr>
<tr>
<td>Comment:</td>
</tr>
</tbody>
</table>
For Questions and Assistance

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